Checklist for Resuming Public Library Service

A Worksheet for Alberta Public Libraries

Step 1: Determine the most viable relaunch service model

Questions to Ask

<u>If your board wants to offer curbside service</u>

Are there—or will there be—appropriate staff in place to provide the service?

Yes Ensure staff are properly trained and have appropriate equipment to handle items.

No Do not offer curbside service. Continue to offer services virtually

Have you conducted an assessment of your site and determined that proper vehicle and road safety can be observed in order to offer this service safely?

Yes Ensure proper signage is in place and staff are trained on enforcing the protocols.

No Do not offer curbside service. Continue to offer services virtually.

<u>If your board wants to open the library with limited public access **once Stage Two** of Alberta's relaunch is announced</u>

Is it possible to maintain the mandated physical distancing (a minimum of 2m/6ft between all people, including staff and patrons, at all times) in your library space? We recommend you calculate capacity using the rule of 10m² per person.

Yes Make the appropriate modifications (as determined by your planning from Step 2) to ensure physical distancing is maintained at all times.

No Consider virtual or curbside service at this time.

Is it possible to quarantine returned library materials in your space for a minimum 72-hour period?

Yes Create a designated space for quarantined materials and follow safety protocols established as part of your hazard assessment.

No Do not open until your board has determined a strategy and process for dealing with returned materials.

Step 2: Plan to implement your service model

- □ **Conduct (or update) a hazard assessment and develop a plan to eliminate or control identified hazards**
    - Hazard assessments are required under OH&S Code (Part 2)

- Consult the resource Hazard Assessment and Control: A Handbook for Alberta Employers and Workers for direction on developing a plan to eliminate or control identified hazards
    - The hierarchical order in which hazards must be controlled is:
        1. Engineering controls
        2. Administrative controls
        3. Personal protective equipment (PPE)

□ **Review and revise budget**

□ **Review and, if necessary, update Plan of Service**

- Does the planned relaunch service model align with current goals and objectives?
- Do timelines need to be adjusted?
- Are there any goals and/or objectives that are no longer feasible?
- Are there any gaps in what the Plan of Service says and what relaunch services you intend to provide?
- Once updated, be sure to review regularly; ideally, at every board meeting.
- There is no requirement to submit your revised Plan of Service to PLSB

□ **Review policies**

- Are current library board policy requirements being met? If not, what needs to change?
- Are there any new policies to add?
- Are there any policies that need to be updated or revised? Specifically, check the following required policies:
    - Personnel
    - Collection development/management
    - Lending
    - Library hours
    - Meeting room
    - Confidentiality of user records (particularly if delivering curbside service)
    - Finance
- Refer to *Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions* attached to this email for further guidance on policies

□ **Review safety and use bylaw (if applicable)**

- Are current library board bylaw requirements being met? If not, what needs to change?
- Does the bylaw need to be modified?

□ **Determine what patron supports will be in place as part of your relaunch service model**

- Extended loan periods?
- Increased renewals?
- Waived fines or fees? This will minimize direct contact with patrons
- Sufficient staff to answer phones/email
- Designated opening hours for specific user groups (e.g., seniors)?
- Programs delivered virtually (in person programs will have to observe social distancing and other relevant public health orders)

□ **Determine staffing requirements for the intended relaunch service model**

- What positions are required? Do job descriptions need to be modified, or new ones created?
- What needs to be done to hire or re-hire necessary staff?

- If there will be multiple staff, can shifts be staggered to minimize the number of people in the library?
- What is the expectation for staff interactions with library users?
- How will staff be trained on safety precautions?
- How will absences due to illness or self-isolation be handled?
    - Staff are entitled to 14 days of unpaid job-protected leave with no medical note required – see Ministerial Order 18.2020
- Do not engage volunteers until after Phase 3 of the provincial relaunch strategy has commenced

□ **Develop a communications plan for relaunch**

- Plan should include notification of when and how services will be made available
- Communication should be directed to the following stakeholders and partners:
    - Library users
    - The community
    - Municipal council and administration
    - Staff
    - Library system (if your municipality is a member)
    - School board (if housed in a school)
    - Other partner organizations (if applicable)
    - Local media

□ **Determine your timelines for all of the above**

- Timelines of particular importance include:
    - Hiring or re-hiring of staff
    - Issuing announcements/notifications as per relaunch communications plan
    - Date(s) that service will commence

Step 3: Make the necessary preparations

□ **Implement training and guidelines for staff**

- Consult the resource Workplace Guidance for Business Owners for detailed guidance
- Staff training and guidelines should address:
    - Safety precautions, based on completed hazards assessment
    - Safe handling of physical materials, including procedures for quarantine and disinfecting of collections
    - Cleaning and disinfecting of objects and surfaces
    - Proper hand hygiene – refer to Alberta Health Services hand hygiene resources
    - Physical distancing

□ **Post safety signage throughout the library**

- COVID-19: Help prevent the spread information posters
    - "Do Not Enter"
    - "Prevention Starts with Awareness"
    - "Practice Physical Distancing"
- Government of Canada COVID-19 awareness resources

□ **Make necessary modifications to library space**

- Boards need to ensure proper physical distancing can occur at all times

- Consider the 10m² per person calculation, including staff and patrons, when determining a safe library capacity
- Place floor markings to encourage physical distancing and/or one-way traffic flow through the library space
- Rearrange furniture
- Re-open book return chute(s)
- Set up designated area for quarantine of returned materials
- Implement separate entrance and exit protocols, if possible
- Close, remove, or restrict access to any non-essential areas that are considered "high-touch," such spaces may include
    - Areas or displays that require or encourage patrons to touch or handle items
    - Public computer stations
- Provide signage reminding patrons to only touch library materials they wish to borrow
- Create designated area for quarantine of unwanted items before re-shelving

□ **Address all safety precautions**

- Action items from completed risk assessment (see Step 2)
- Strict cleaning protocol and schedule
- Determine how to quarantine and/or disinfect returned items
    - Refer to *Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions* attached to this email for best practices on sanitizing library materials

□ **Acquire necessary supplies and equipment**

- Based on completed hazard assessment
- Supplies required (e.g. disinfecting wipes, hand sanitizer for staff and patrons)
- Equipment (e.g. screens)

Step 4: Deliver the service

□ **All above steps completed *before* opening the doors to the public**

□ **Staff screened daily for symptoms**

- Symptoms include:
    - Cough
    - Fever
    - Shortness of breath
    - Sore throat
    - Runny nose
- Staff displaying symptoms are required to self-isolate for a minimum of 10 days

□ **Patrons and staff displaying symptoms are not allowed to enter the library**

□ **Patrons are encouraged to only touch items they wish to borrow**

□ **Strict cleaning protocols and schedules are in place**